

| Stages | Phases | Major Deliverables | Task(s) | Roles | Timetable & Checkpoints | | | | | | | | | | | | | | | | | | | |
|---|--|--|--|--|-------------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Develop | Plan It! | Performance Analysis | Conduct Audience/Stakeholder Analysis Gap Analysis (As Is, To Be, Gaps, Strategy) | SFAU PM, ID, SMEs, Users SFAU PM, ID, SMEs, Users | | | | | | | | | | | | | | | | | | | | |
| | | Curriculum Plan | Identify Learning Objectives | ID | | | | | | | | | | | | | | | | | | | | |
| | | | Identify Content Scope (Content Inventory) | ID, SMEs | | | | | | | | | | | | | | | | | | | | |
| | | | Examine Macro Training Delivery Strategy/Instructional Approach/Software | ID, SFAU PM | | | | | | | | | | | | | | | | | | | | |
| | | | Identify Instructional Platform (training material & performance criteria descriptions) | ID | | | | | | | | | | | | | | | | | | | | |
| | | Identify Logistics Summary | LC | | | | | | | | | | | | | | | | | | | | | |
| | Project Plan | Identify Stakeholders (Role Map) | POS, POPM, SFAU PM, ID | | | | | | | | | | | | | | | | | | | | | |
| | | Identify Tasks, Deliverables & Roles | SFAU PM | | | | | | | | | | | | | | | | | | | | | |
| | Task Order | Develop Budget | SFAU PM, LC, Production | | | | | | | | | | | | | | | | | | | | | |
| | Project Management | Create Macro Timeline | SFAU PM | | | | | | | | | | | | | | | | | | | | | |
| | | Define Check-In points | POPM, SFAU PM | | | | | | | | | | | | | | | | | | | | | |
| | | Create, Review and Award Task Order | SFAU PM, COR, POS, POPM | | | | | | | | | | | | | | | | | | | | | |
| | | Kick-off meeting | SFAU Mgmt, SFAU PM, POPM, POS | | | | | | | | | | | | | | | | | | | | | |
| | | Control project work throughout each phase | SFAU PM, POPM | | | | | | | | | | | | | | | | | | | | | |
| | Design It! | Instructional Strategy/ Storyboard | Create Macro Storyboard (Goal Map) | ID, SMEs | | | | | | | | | | | | | | | | | | | | |
| | | | Review and Adopt Training Material Standards (Templates) | ID, SMEs | | | | | | | | | | | | | | | | | | | | |
| | | | Create Engagement, Interactive and Learning Relevance Activities (Activity Name, Activity Type, Learning Objective for Activity, Content Scope, Artifacts/Tools, Examples Needed, Feedback Strategy) | ID, SMEs, LC | | | | | | | | | | | | | | | | | | | | |
| | | | Develop Scripts, Blocking & Schedule Production | MC, ID, SME, SFAU PM, COR | | | | | | | | | | | | | | | | | | | | |
| | | Design Instructional Platform | ID | | | | | | | | | | | | | | | | | | | | | |
| | | Content Outline | Create Micro Content Outline & Gather Information | ID, SMEs | | | | | | | | | | | | | | | | | | | | |
| | | Alpha Usability Test | Plan Alpha Usability Test | TST | | | | | | | | | | | | | | | | | | | | |
| | | | Conduct Alpha Usability test (results & recommendations) | TST, Users | | | | | | | | | | | | | | | | | | | | |
| | | Evaluation Instrument | Plan Evaluation/Measurement tools & methods | QC | | | | | | | | | | | | | | | | | | | | |
| | | Deliverable Schedule | Create Micro Implementation Timeline (Implementation Schedule, TOT Design Requirements, Training Maintenance Plan) | SFAU PM | | | | | | | | | | | | | | | | | | | | |
| | Create Logistics Timeline (Logistics, Resource & Site Requirements) | | SFAU PM | | | | | | | | | | | | | | | | | | | | | |
| | Support Processes | Identify Help/Support Processes required | SFAU PM, ID | | | | | | | | | | | | | | | | | | | | | |
| | Project Management | Kick-off meeting | All Participants | | | | | | | | | | | | | | | | | | | | | |
| | | Create Communication Plan | SFAU PM, Comm | | | | | | | | | | | | | | | | | | | | | |
| | | Control project work throughout each phase | SFAU PM, POPM | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | |
| | Build It Classroom! | Trainer & Training Materials | Create Detailed Course Content (Micro Content Outline) | SMEs, ID | | | | | | | | | | | | | | | | | | | | |
| | | | Create Instructor/Facilitator material (Media: presentations, activities, scenarios, classroom charts) | SMEs, ID, MC | | | | | | | | | | | | | | | | | | | | |
| | | | Create Video | ID, MC | | | | | | | | | | | | | | | | | | | | |
| | | | Create Graphics | GD | | | | | | | | | | | | | | | | | | | | |
| | | Participant Materials | Prepare Train the Trainer Course structure, content, material and logistics | ID, SMEs, LC | | | | | | | | | | | | | | | | | | | | |
| | | | Select Trainers for TOT | SFAU PM, POPM | | | | | | | | | | | | | | | | | | | | |
| | | | Create Detailed Course Content (Micro Content Outline) | SMEs, GD, MC | | | | | | | | | | | | | | | | | | | | |
| | | | Create Participant Material (guide, workbook & artifacts) | SMEs | | | | | | | | | | | | | | | | | | | | |
| | | Testing | Develop Performance Support Materials (props/job aids) | ID, SMEs, GD, MC | | | | | | | | | | | | | | | | | | | | |
| | | | Dry Run | SMEs, SFAU PM | | | | | | | | | | | | | | | | | | | | |
| | | | Plan Internal/Beta Usability tests | TST | | | | | | | | | | | | | | | | | | | | |
| | | | Conduct Internal/Beta Usability Tests | TST, Users | | | | | | | | | | | | | | | | | | | | |
| | Support Processes | Plan Pilot Development tests | TST | | | | | | | | | | | | | | | | | | | | | |
| | | Conduct Pilot Development tests | TST, Users | | | | | | | | | | | | | | | | | | | | | |
| | | Build Help/Support processes | ID, SMEs | | | | | | | | | | | | | | | | | | | | | |
| | | Evaluation/Measurement | Develop Evaluation/Measurement tools & methods | QC | | | | | | | | | | | | | | | | | | | | |
| | Training Logistics | Execute Training Logistics | LC | | | | | | | | | | | | | | | | | | | | | |
| | | Package Materials (printing & shipping) | DP | | | | | | | | | | | | | | | | | | | | | |
| | | Select Trainers & Select Sites | SFAU PM, POPM, LC | | | | | | | | | | | | | | | | | | | | | |
| Training Schedule | | Schedule Programs | SFAU PM, POPM, LC | | | | | | | | | | | | | | | | | | | | | |
| Project Management | Conduct ongoing communications/ Control project work throughout each phase | Comm, SFAU PM, POPM | | | | | | | | | | | | | | | | | | | | | | |
| Build It Online! | Course Materials | Create Course Content (varies by solution - CBT, Bus Sim) | SMEs, ID | | | | | | | | | | | | | | | | | | | | | |
| | | Create Activities (Micro Storyboard, Artifacts, Tools, & Feedback) | SMEs, ID | | | | | | | | | | | | | | | | | | | | | |
| | | Identify Examples | SMEs | | | | | | | | | | | | | | | | | | | | | |
| | | Develop Feedback | SMEs | | | | | | | | | | | | | | | | | | | | | |
| | | Create Media | MC | | | | | | | | | | | | | | | | | | | | | |
| | | Create Graphics | GD | | | | | | | | | | | | | | | | | | | | | |
| | Testing | Create Training Database | SMEs, IT | | | | | | | | | | | | | | | | | | | | | |
| | | Develop Performance Support Materials (props/job aids) | ID, SMEs, GD, MC | | | | | | | | | | | | | | | | | | | | | |
| | | Dry Run | SMEs, SFAU PM | | | | | | | | | | | | | | | | | | | | | |
| | | Plan Internal/Beta Usability tests | TST | | | | | | | | | | | | | | | | | | | | | |
| | Package Materials | Conduct Internal/Beta Usability tests (results) | TST, Users | | | | | | | | | | | | | | | | | | | | | |
| | | Plan Pilot Development tests | TST | | | | | | | | | | | | | | | | | | | | | |
| Conduct Pilot Development tests (results) | | TST, Users | | | | | | | | | | | | | | | | | | | | | | |
| Plan Component, Assembly & System Development tests | | TST | | | | | | | | | | | | | | | | | | | | | | |
| Support Processes | Conduct Component, Assembly & System Development tests (results) | TST, Users | | | | | | | | | | | | | | | | | | | | | | |
| | Package Materials (printing & shipping) | SMEs, DP | | | | | | | | | | | | | | | | | | | | | | |
| | Build Help/Support processes | ID, SMEs | | | | | | | | | | | | | | | | | | | | | | |
| | Evaluation/Measurement | Develop Evaluation/Measurement tools & methods | QC | | | | | | | | | | | | | | | | | | | | | |
| Project Management | Conduct ongoing communications/ Control project work throughout each phase | Comm, SFAU PM, POPM | | | | | | | | | | | | | | | | | | | | | | |
| Do It! | Train the Trainer (TOT) | Schedule trainers | SFAU PM | | | | | | | | | | | | | | | | | | | | | |
| | | Conduct Train the Trainer sessions (TOT evaluations) | Dev, TRN | | | | | | | | | | | | | | | | | | | | | |
| | Logistics Support | Execute Logistics Support | LC | | | | | | | | | | | | | | | | | | | | | |
| | | Registration | LC | | | | | | | | | | | | | | | | | | | | | |
| | Ongoing Training | Deliver Training | TRN, Users | | | | | | | | | | | | | | | | | | | | | |
| | | Conduct Trainee Evaluations | TRN | | | | | | | | | | | | | | | | | | | | | |
| | | Implement Ongoing Support | IT/Dev, TRN | | | | | | | | | | | | | | | | | | | | | |
| | | Implement Training Maintenance plan | Dev, TRN | | | | | | | | | | | | | | | | | | | | | |
| | Project Management | Conduct ongoing communications/ Control project work throughout each phase | Comm, SFAU PM, POPM | | | | | | | | | | | | | | | | | | | | | |
| | Assess It! | Conduct Evaluation | Collect Design, Delivery and Economical Effectiveness data | QC | | | | | | | | | | | | | | | | | | | | |
| Summarize Evaluation/Measurement Results | | | QC | | | | | | | | | | | | | | | | | | | | | |
| Analysis | | Analyze Evaluation/Measurement results | QC | | | | | | | | | | | | | | | | | | | | | |
| | | Create Plan of Action/Make Recommendations | POPM, SFAU PM, QC, SMEs | | | | | | | | | | | | | | | | | | | | | |
| Project Management | Celebrate | All Participants | | | | | | | | | | | | | | | | | | | | | | |
| | | Conduct ongoing communications/ Control project work throughout each phase | Comm, SFAU PM, POPM | | | | | | | | | | | | | | | | | | | | | |

Legend


Mgmt: POS - Program Office Sponsor, POPM - Program Office Project Mgr, SFAU PM - SFA Univ Project Manager, SFAU Mgmt - SFA Leadership

Client: SME - Subject Matter Expert, Users - End Users/Trainees

SFA U: COR - Contracting Officer Representative, DP - Desktop Publishing, Dev - Development Team, ID - Instructional Designer,

IT - Information Technology (programmer, tech arch), LC - Logistics Coordinator, MC - Media Coordinator, QC - Quality Control, TST - Tester

Other: Comm - Communications person, GD - Graphics Designer, TRN - Trainers

 Management Checkpoint

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Management Checkpoint

